Instructions for Digital Certificate Process

Please follow these instructions once you have received the email from **Enterprise PKI Support:**

1. Login into the Trading Partner Request application: https://extra.dmh.lacounty.gov/TPR
   - If you do NOT have access to TP Request application, please request the enrollment code from a user in your organization who has access.
2. Select your Entity.
3. Retrieve the certificate enrollment code from the Entity Certificate section.
4. Reference the email sent from Enterprise PKI Support.
5. Click on the link provided in the email when ready to install the digital certificate.
   - Follow instructions from **Digital Certificate Management – Initial Installation Guide:** http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_Guides.htm
   - After installing digital certificate, you may notify DMH by emailing TPA@dmh.lacounty.gov, or wait for the assigned technician to contact you.
6. Install an **FTPS compliant client** of your choice.
   - You must install an FTPS compliant client in order to connect with DMH IBHIS.
7. Once the installation is complete, follow the instructions in the **IBHIS Secure File Exchange guide**: http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_Guides.htm
8. Allow up to **two (2) business days** subsequent to installing your digital certificate before testing connectivity via FTPS.
   - Please notify DMH by emailing TPA@dmh.lacounty.gov, so your assigned technician can verify successful connectivity.

Has your vendor made the necessary changes to your Electronic Health Record (EHR) with DMH IBHIS?
- **Yes:** Notify DMH by e-mailing TPA@dmh.lacounty.gov. One of our team members will be in contact with your organization to begin certification process.
- **No or not sure:** Please follow up with your vendor. One of our team members will be in contact with your organization at a later date to start certification process.
  - To prepare, please visit the IBHIS Website to find information on Claim and Client Web Services: http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_homepage.htm

If you have any questions, please e-mail us at TPA@dmh.lacounty.gov.